

Current Systems Evaluation Advisory Group

Principles

1. **Access to Information:** Individuals with long term care services and support needs should have the ability to make informed choices about their care options. Reliable, comprehensive information about health and wellness, and programs and services should be available at all times (e.g., after hours) and it should be easily accessible and understandable to consumers. This information should be organized with the end-user in mind and to facilitate decision-making and self determination.
2. **Access to Services:** Individuals with long term care services and support needs should have access to appropriate services when they are needed. There should be a reduction in the number of steps to get to the right service (e.g., streamlined financial and programmatic eligibility processes) and “consultants” to help individuals get access to the services they need.
3. **Access to Providers:** Individuals with long term care services and support needs should have access to appropriate providers within a reasonable distance from where they are living. The State should support programs to recruit and retain primary care and specialty providers and direct services workers in all areas of the State who speak the appropriate language, understand and appreciate different cultures.
4. **Support for Caregivers:** Caregivers are the backbone of the long term care system in Washington, providing a substantial proportion of long term care support services. The State needs to continue to explore new ways to support caregivers (e.g., provide additional opportunities for respite) and develop mechanisms to determine whether these supports are adequate.
5. **Rights and Adult Protective Services:** Individuals with long term care services and support needs should know their rights within the long term care system and should be protected if someone infringes on these rights. Adult Protective Services needs to be staffed at a sufficient level to continue meeting specified benchmarks.
6. **Mental Health:** Individuals with long term care services and support needs may also need mental health services, either for co-occurring conditions (e.g., SPMI, SED) or for depression or dementia. The State should examine ways for the mental health and aging/disability programs to coordinate more closely to better serve these populations.
7. **Examination of Rate Schedule for Long Term Care Providers:** The rate structure for long term care providers has evolved over time. The State should reevaluate its payment rates for institutional and community-based providers and determine whether adjustments should be made to adequately compensate certain provider types and/or encourage placement of individuals in the most integrated setting possible.
8. **Training for Direct Service Workers:** Individuals with long term care services and support needs deserve high-quality care. Training requirements for direct service workers should be reevaluated and enhanced to ensure that these workers are able to provide high quality care.

Survey Results

| Questions on Each Principle | Possibility for Recommendation | | Recommendation can make a difference | | | | |
|-----------------------------------------------------------|--------------------------------|----|--------------------------------------|-------|--------|----------|-------------------|
| | Yes | No | Strongly Agree | Agree | Unsure | Disagree | Strongly Disagree |
| Access to Information | 13 | | 5 | 5 | 2 | | |
| Access to Services | 11 | 2 | 6 | 4 | 1 | 1 | 1 |
| Access to Providers | 10 | 3 | 4 | 5 | 2 | 1 | |
| Support for Caregivers | 13 | | 9 | 2 | 2 | | |
| Rights and Adult Protective Services | 11 | 2 | 3 | 7 | 1 | 2 | |
| Mental Health | 13 | | 7 | 5 | 1 | | |
| Examination of Rate Schedule for Long Term Care Providers | 13 | | 7 | 3 | 3 | | |
| Training for Direct Service Workers | 11 | 1 | 4 | 6 | 2 | 1 | |

| Ranking of Principles | Ranking (least points=most important) |
|-----------------------------------------------------------|------------------------------------------|
| Access to Services | 31 |
| Examination of Rate Schedule for Long Term Care Providers | 45 |
| Access to Information | 49 |
| Support for Caregivers | 52 |
| Access to Providers | 52 |
| Mental Health | 60 |
| Training for Direct Service Workers | 69 |
| Rights and Adult Protective Services | 73 |